



Houston UASI Jetty Gap Assessment Review 06/09/20

The Houston UASI region purchased Jetty in January of 2017 as a regional multimodal communications platform to be used for both daily and emergency use. The platform was procured to replace the product from PIER Systems that was being retired. Being different products from different vendors, Jetty and PIER differ in product design, capabilities and feature sets.

To highlight the features offered by each product, Houston UASI developed a document that outlines their areas of focus for each product. This document denotes where a feature is present, omitted or partially implemented. The document also notes features that it considers necessary to be considered a “Minimum Viable Product”.

The purpose of this document is to assess the items on the Gap assessment spreadsheet that are listed as “omitted” or “partially implemented”. This document will serve to communicate our position on the issues and potential timeline to introduce the desired features.

The Houston UASI GAP Assessment document can be found here:

<https://docs.google.com/spreadsheets/d/14eAt4esxhUhBPjn1KCw4rrH5J7IghnPkUc6pG1ID55Y/edit#gid=0>

The Jetty development roadmap is a living document that estimates planned release dates for various feature enhancements. Many of the future enhancement projects are called out below. These are very approximate estimated release dates for the related projects. Any project listed below has the possibility of being moved up or down the priority list.

Project	Estimated Release Date
User Import/Export	Q3 2019
Social Media	Q4 2019
Correspondence Mgmt	Q4 2019
Quick Guides	Q4 2019
S3 Bucket Redesign	Q2 2020
Inquiry/Gravity Forms	Q4 2020
Analytics	Q4 2020

GAP Details

POSTS

Item #	Feature	Function	Description	Sold	Minimum
3	Editor	Advanced Editor	Additional capabilities selectable by user	x	
4	Editor	Customized Editor	Assign editor controls by user group	x	

The desire for this feature stems from comments made about content creators who push wrong buttons or format content incorrectly. That is a training issue – not a technical one. This is also a request that is difficult to fulfill as the expectations of each user is different in terms of controls shown and placement. At this time this request is not on the roadmap.

Item #	Feature	Function	Description	Sold	Minimum
6	Embed	Post Excerpts	Include post content A into Post B w/ Link		

Solution: In a post click "insert shortocde button", select "posts" fill out preferences in modal window.

Item #	Feature	Function	Description	Sold	Minimum
13	Multi-Lingual		Allow simultaneous multilingual creation		

Solution: Translation Plugin available currently in Beta form.

Item #	Feature	Function	Description	Sold	Minimum
14	Posts		Embed videos with captions linked to post		

Response: This would add complexity to the product without a commensurate benefit. This is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
15	Posts		Real time machine translate template		
16	Posts	User Collaboration	Multiple users to concurrently edit docs		

Response: Low probability that we will incorporate these features into the product. These items are not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
18	Multimedia	Embedded Videos	Allow for embedding of videos from multiple hosting sites		x

Solution: This is currently available in the short code widget.

Item #	Feature	Function	Description	Sold	Minimum
19	Multimedia	Embedded Videos	Hosted Videos - streamed		

Solution: Currently can be done. Only MP4 format supported.

Item #	Feature	Function	Description	Sold	Minimum
21	Multimedia	Photo Galleries	Manual or dynamic creation of photo galleries	x	

Solution: Can be done using the shortcode plugin or the master slider plugin included in the new Jetty base theme.

Item #	Feature	Function	Description	Sold	Minimum
25	Distribution	Phone	SMS Distribution of short messages		

Solution: Functionality is available today, but distributions are throttled at 1 SMS text message per second.

Item #	Feature	Function	Description	Sold	Minimum
27	Distribution	Phone	Voice Distribution via recorded message		

Response: This is a feature that no other customer has requested or is interested in as they have other technology to fill this use case. This is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
28	Distribution	Social Media	Post to Facebook		x
29	Distribution	Social Media	Post to Twitter		x
30	Distribution	Social Media	Post to Instagram		x

Solution: We have a social media plugin that is currently in beta testing. It will be available for external eval on 9/1/19.

Item #	Feature	Function	Description	Sold	Minimum
33	Distribution	iPAWS	Create and send iPAWS WEA		
34	Distribution	iPAWS	COG to COG message creation		

Response: This is a feature with very little interest. It is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
35	Reporting	Email tracking	Tracking beacon in email message body.	x	x
37	Reporting	Email delivery	Email read receipt	x	
38	Email	Email resend	Allow users to resend to distro list		x

Response: Items are all included in Phase 1 and 2 of the Correspondence Management projects.

Item #	Feature	Function	Description	Sold	Minimum
39	Email	Selective resend	Select subsets of recipients for re-dist		x

Response: We can look at resending to groups that did not open earlier email with tracking beacon. In consideration for roadmap addition for phase 2 of Correspondence Management.

**** This is part of the Correspondence Management 2.0 release that is tentatively scheduled for Nov 2020.**

Item #	Feature	Function	Description	Sold	Minimum
40	Email	Auto resend	Resend per admin configuration		
41	Email	Tiered resend	Try different dist methods on a user basis		x

Response: It is doubtful that we would implement number 40 without some type of user confirmation. Number 41 would be exceedingly complex with limited returns. Neither item is on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
42	Reporting	Cost Report	Display usage charges for SMS		x

Response: Houston UASI is using Everbridge for SMS distributions. Jetty currently has no plans to expand SMS capabilities due to lack of demand. This is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
43	Multimedia	Private Files	Categorize and show for users		
44	Multimedia	Private Files	Categorize and show for users + guests	x	
45	Multimedia	Private Files	Categorize and PW Protect		
46	Multimedia	Uploaded Files	Categorize and publish		x
47	Multimedia	Uploaded Files	Categorize, publish and send		
49	Multimedia	Status Boards	Notify subscribers on change to status board		x

Response: 43-47 are currently on our product roadmap entitled S3 bucket redesign. Item 49 is something that we currently do.

**** We are currently in the wireframe design phase of the S3 private folder feature update. The release of this feature is scheduled for December 2020.**

Item #	Feature	Function	Description	Sold	Minimum
53	Website	Auto sub menu	Auto Drop down and pop out menus		
56	Website	Image Scroller	Dynamic image scroller		

Response: Both items are on product road map for development.

**** Popout menus are currently available. Image Scroller is available in Master Slider plugin currently in product.**

Item #	Feature	Function	Description	Sold	Minimum
57	Website	XML Sitemaps	Google Webmaster Tools Integration		x
58	website	Analytics	Google Analytics plugin	x	x

Response: Both items are part of the Analytics project currently on our roadmap.

**** Linkage to Google Analytics is currently available. Analytics is a portion of our dashboard redesign that is currently on our roadmap however no release date has been set.**

Item #	Feature	Function	Description	Sold	Minimum
59	Website	Metadata	User-input for page metadata		

Response: This could possibly be solved with the Yost plugin. Will research.

**** This feature currently resides in the new UASI base theme that many organizations migrated to last year.**

Item #	Feature	Function	Description	Sold	Minimum
61	Website	Crawling	Configurable robots.txt		x

62	website	Calendar	Attach date to post and sort by event date		
63	Website	Calendar	Grid-display calendar view	x	

Response: Item 61 is under review. Items 62 and 63 require additional information.

**** Robots.txt is a server level setting and not something that can be done at the site level. However, the function to turn crawling capability off and on is currently in the product in the general settings.**

Item #	Feature	Function	Description	Sold	Minimum
64	ICS	ICS Ingesting	In-page display of ext ICS feed content		
65	ICS	ICS Publishing	Attach date to post and sort by event date		
66	ICS	ICS Email	Grid-display calendar view		

Response: None of these items are currently being considered for development or on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
69	Guests	Dynamic Content	Assign content to guest groups	x	x

Response: This is part of the S3 Bucket project that is currently on our roadmap.

**** Currently in wireframe design**

Item #	Feature	Function	Description	Sold	Minimum
70	Guests	Profile Editing	Allow guests to self edit their profile	x	x
71	Guests	Locked Content	Prevent guests from changing some info		x

Response: Item 70 is currently supported in the system. Item 71 may be possible with form edit. Need more information.

Item #	Feature	Function	Description	Sold	Minimum
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75	Users	Private Groups	Invisible to public - cannot unsubscribe		x
76	Users	Import	Smarter bulk import with update for dups		x

Response: I believe item 75 is possible today. Item 76 is part of a User Import/Export project currently in development that is nearly complete.

Item #	Feature	Function	Description	Sold	Minimum
78	Users	Smart Groups	Create Dynamic Smart Groups		x

Response: Smart groups is on our product roadmap for 2020

**** Part of this functionality is included in the Correspondence Management feature released last year.**

Item #	Feature	Function	Description	Sold	Minimum
79	Users	Geo-location	Geo-fence area on map for distribution		x

Response: This feature is complex and the effort to reward is questionable. It is not currently on our roadmap, but we'd be willing to discuss further.

Item #	Feature	Function	Description	Sold	Minimum
80	Users	Sys Condition	Last Added, contacts not in a group, etc		x

Response: How is this different from Smart Groups?

Item #	Feature	Function	Description	Sold	Minimum
81	Fields	Name	Sal, First, Middle, Last, Nick		x

Response: I believe fields can be added / modified in the system form although they are not typed. This is done in the User Profile Extension Form.

Item #	Feature	Function	Description	Sold	Minimum
82	Fields	Email	Multiple email addresses per contact	x	x

Response: This is a feature request that is in conflict with the Wordpress platform where the email address is the unique identifier for each contact. This feature also adds complexity and confusion for Jetty operators when sending distributions. The work-around is to create a contact record for every unique email you wish to add to the system. It is not currently on our roadmap, but we'd be willing to discuss further.

Item #	Feature	Function	Description	Sold	Minimum
83	Fields	Organization	Organization, Dept, Title fields	x	x

Solution: Additional non-typed fields can be added in the User Profile Extension form. This seems like a duplicate of Item 81.

Item #	Feature	Function	Description	Sold	Minimum
84	Fields	Phone	Multi-phone fields with SMS opt in for each	x	x
85	Fields	Location	Home address, Work address Geo-coding	x	x
86	Fields	Notes	Rich text notes field		x

Response: Item 84 - Enhanced SMS capability is a costly and complex endeavor that has generated little interest from our current customer base. With the Houston UASI region using the Everbridge solution, would this solution ever be used?

Item 85 – Home address and work address can currently be added in the system form. Geo-coding of contacts is not currently on the product roadmap but we'd be willing to discuss further.

Item 86 – A text box can be added to the current form.

Item #	Feature	Function	Description	Sold	Minimum
87	Fields	Image	Avitar support		

Solution: Avitar support is currently offered in the system.

Item #	Feature	Function	Description	Sold	Minimum
88	Fields	Custom Fields	Ability to add custom typed fields	x	x

Response: This is a duplicate of Item 82 and 83. We do not envision supporting additional typed fields for email and sms. Typed fields for dates, location, web are possible but will require further discussion.

Item #	Feature	Function	Description	Sold	Minimum
89	Users	Social	Instagram, twitter, facebook, youtube, etc	x	x

Response: It's unclear what you're looking for here. Is it to add users based on a social media profile? Need more information.

Item #	Feature	Function	Description	Sold	Minimum
90	Users	Field Labels	Capability to rename fields such as phone		

Response: Currently slated for development as part of the Smart Group project.

**** This would be part of a GravityForms / Inquiry overhaul that is currently on our roadmap but a date is not currently available.**

Item #	Feature	Function	Description	Sold	Minimum
93	People	Custom views	Add/remove columns on people listings		
94	People	Sort	Allow sorting on any column	x	x

95	People	Filter	Allow filtering by value for each column	x	x
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Response: Currently slated for development as part of the Smart Group project.

**** Items 93, 94 and 95 are currently in development.**

Item #	Feature	Function	Description	Sold	Minimum
96	People	Reports	Generate printable user / group export		x

Response: This is currently in development. Expected Q3 2019 release.

Item #	Feature	Function	Description	Sold	Minimum
97	People	Duplicate finder	Interface for finding duplicated contacts		
98	People	Merge contacts	Interface for merging duplicate contacts		x

Response: This is current in development as part of the User import/Export project. As Wordpress works off the unique email identifier for each contact, there can be only one contact with a specific email address. The new contact uploader will include a checkbox that will search for contacts on upload that have the same email address as one already in the system and allow for the user to update or not update the contact record when a contact record with the same email address already exists in the system.

Item #	Feature	Function	Description	Sold	Minimum
99	Reporting	Distributions	View reports of distributions	x	x
100	Reporting	Inquiries	View reports of inquiries	x	x

Response: Item 99 is included in the Correspondence Management project currently in progress. Item 100 is included in the Inquiry system redesign project.

**** 100 is part of Call Center Update slated for 2021**

Item #	Feature	Function	Description	Sold	Minimum
102	System	Network tags	User tags that span sites		
103	System	Network groups	Contact groups that span sites	x	
104	System	Site Private Info	Protect contact record changes		
105	System	External Sync	LDAP, Exchange, Salesforce		

Response: Item 102 and 103 are not part of a current roadmap but will be added. Item 104 is lacking detail – need more information. Item 105 is not currently on our roadmap but we would be willing to discuss the need further.

Item #	Feature	Function	Description	Sold	Minimum
108	Social GW	inquiries	Create Inquiry from mention		

Response: This may be possible with the new social media plugin that is currently in beta testing.

**** The new Blog2Social plugin only allows for outbound transmission of information.**

Item #	Feature	Function	Description	Sold	Minimum
110	Inquiries	Web Form	Check Inquiry status from external form		

Response: This is part of the Inquiry redesign project.

**** Need more information on this.**

Item #	Feature	Function	Description	Sold	Minimum
113	Inquiries	Subscribe	Allow user to follow selected inquiry		x

Response: Allowing users to select to follow a specific inquiry rather than following all inquiries is part of the inquiry redesign project.

Item #	Feature	Function	Description	Sold	Minimum
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115	Inquiries	Quick Reply	Canned preloaded responses	x	x
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Solution: This feature is currently offered in the product.

Item #	Feature	Function	Description	Sold	Minimum
117	Social media	Reply in context	Reply to SM inquiry to original source	x	

Response: This feature is scheduled to be included in phase 2 of the Social Media project.

Item #	Feature	Function	Description	Sold	Minimum
119	Categories	Private	Private inquiry categories not visible ext.		x

Response: This feature is part of the Inquiry module redesign project.

Item #	Feature	Function	Description	Sold	Minimum
121	Posts	Tag Inquiries	Tag Inquiries to Documents		

Response: Replies to distributions could today create an inquiry if the reply to email address was set to inquiries@website.com. Will add feature request to show post replies with documents.

Item #	Feature	Function	Description	Sold	Minimum
122	Social	Monitoring	Instagram	x	x
123	Social	Monitoring	Facebook	x	x
124	Social	Monitoring	Twitter	x	x
125	Social	Monitoring	Youtube	x	x

Response: Monitoring of Instagram, Facebook and Twitter are part of the Social Media plugin that is currently in beta testing. Need more info on YouTube monitoring.

Item #	Feature	Function	Description	Sold	Minimum
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128	Forms	IVR	Forms that can be distributed via phone		
129	Forms	IVR	Forms that can be distributed via sms		

Response: We currently have no plans to expand the capabilities in this area. This is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
131	Registration	Reminders	Event Registrant Reminder Message		
132	Registration	Response Caps	Registrant Limits		
133	Registration	Waiting List	Soft Registrant Limit - Waiting List		
134	Registration	Registration	Map registrants to contact records	x	
135	Registration	Event	Map registrants to user group	x	

Response: Items 131, 132, 133 have been added to the specification for the Gravity Forms redesign project. Items 134 and 135 can be accomplished with the Smart Groups feature.

Item #	Feature	Function	Description	Sold	Minimum
136	Help	User Guide	Full Jetty User Guide		x
137	Help	Quick Guides	Short Topic Specific Guides		x
138	Help	Online Help	Online Help Guide		x
139	Help	Registration	Inline Help		x

Response: For item 136 and 138 Jetty currently has an online help user guide. Item 137 – A project has been created to create topic specific quick guides. CBT training is currently being developed.

Item #	Feature	Function	Description	Sold	Minimum
140	Accessibility	Alt text	Force Alt Text for uploaded images		x
141	Accessibility	Captions	Display captions below or over image		x

Response: Added Jira Ticket to add requested features

Item #	Feature	Function	Description	Sold	Minimum
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142	Accessibility	Dynamic Content	Scalable site themes and text size		x
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Response: Let's let the browser do this. This is not on our roadmap.

Item #	Feature	Function	Description	Sold	Minimum
143	Colors	Hi Vis	Hi visibility mode		x
144	Colors	Low Light	Dark UI		
145	Colors	Hi Contrast	Only hi contrast colors		x
146	Colors	Colorblind	Colorblind Friendly		x

Solution: Different color schemes may be selected on a user by user basis to suit specific needs.

Item #	Feature	Function	Description	Sold	Minimum
147	Reliability	Uptime	Adequate system availability and scalability	x	x

Solution: Cloudfront caching has been implemented to address issues with heavy loads during emergencies and significant weather events.

Item #	Feature	Function	Description	Sold	Minimum
148	Messaging	Email	Ability to send large distributions quickly		x

Solution: Much work has been done to improve the delivery speed to Mailgun for email distributions. We believe this issue to be resolved.

Item #	Feature	Function	Description	Sold	Minimum
149	ICS	Forms	Generate ICS 214		x
150	ICS	Position Data	Store User position in the JIC		x
151	ICS	Logging	Log all actions		x

Response: These features are incorporated into IAP which has integration capabilities with Jetty.

Item #	Feature	Function	Description	Sold	Minimum
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154	Reporting	Analytics	Show Site Traffic		
155	Reporting	Analytics	Integrate Google Analytics		

Response: Related to items 57 and 58. Part of the planned Analytics project.